GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:5682
ANSWERED ON:30.04.2003
GRIEVANCES CELLS IN TAMIL NADU
V. VETRISELVAN

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the places in Tamil Nadu where public grievances cells have been set up to make the telephone service more efficient;

(b) the details of demands/suggestions/complaints received by these PGCs during the last three years; and

(c) the action taken by the Government on those demands/suggestions/ complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) Places in Tamil Nadu where Public Grievance Cells have been set up by BSNL, are as follows:-

1) Chennai,
2) Chengalpattu,
3) Coimbatore,
4) Coonoor,
5) Cuddalore,
6) CRDA (Kumbakunam),
7) Dharampuri,
8) Erode,
9) Karaikudi,
10) Madurai,
11) Nagarcoil,
12) Pondicherry,
13) Salem,
14) Tirchy,
15) Thanjavur,
16) Tirunelveli
17) Tuticorin,
18) Vellore and
19) Virudhanagar.

(b) The number of demands/suggestions/complaints received by the Public Grievance Cells during the last three years are as follows:-

Year	2000-01	2001-02	2002-03
Number of Cases Received	33410	29508	23617

(c) All the cases except those relating to provision of new telephone connections in technically non-feasible areas, were settled.